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Alameda County Transportation Resource Guide

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Prepared for

Metropolitan Transportation
Commission
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Oakland, California 94607

By RIDES for Bay Area Commuters, Inc.

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Alameda County Quick Transportation Contacts

For transportation info call **817-1717**

For transit schedules go to **www.transitinfo.org**

Bus		
AC Transit	817-1717	www.actransit.org
Dumbarton Express	510-477-0192	www.transitinfo.org
Greyhound	800-231-2222	www.greyhound.com
SMART	888-802-9625	www.sj-smart.com
Union City Transit	510-471-1411	www.transitinfo.org
WHEELS	925-455-7500	www.lavta.org
BART	817-1717	www.transitinfo.org
Shuttles to/from BART		
Broadway Shuttle	817-1717	www.transitinfo.org
Emery-Go-Round Shuttles	510-451-3862	www.transitinfo.org
Foster City East Bay Shuttle	817-1717	www.transitinfo.org
U.C. Berkeley Campus Shuttles	510-644-7665	www.berkeley.edu
Lawrence Berkeley Lab Shuttle	510-486-4165	
West Berkeley Shuttle	510-841-2378	www.transitinfo.org
Paratransit		
East Bay Paratransit Consortium	510-287-5000	TDD 510-287-5065
Union City Paratransit	510-675-5373	TDD 800-476-1500
WHEELS Dial-A-Ride	925-445-7510	TDD 800-735-2929
Ferry		
Alameda/Oakland Ferry	510-522-3300	www.eastbayferry.org
Harbor Bay Ferry	510-769-5500	www.transitinfo.org
Trains		
Altamont Commuter Express (ACE)	800-411-7245	www.transitinfo.org
Amtrak	800-872-7245	www.amtrak.com
Carpooling & Vanpooling		
RIDES for Bay Area Commuters	800-755-POOL	www.rides.org

Alameda County Quick Transportation Contacts (continued)

HOV Lanes		
RIDES for Bay Area Commuters	800-755-POOL	www.rides.org
Park & Ride Lots		
RIDES for Bay Area Commuters	800-755-POOL	www.rides.org
Bicycle Services		
RIDES for Bay Area Commuters	800-755-POOL	www.rides.org
East Bay Bicycle Coalition	510-433-RIDE	
Bay Bridge Bicycle Shuttle	510-286-4444	
Automobile Transportation		
Department of Motor Vehicles		www.dmv.ca.gov
El Cerrito	510-235-9171	
Fremont	510-797-0515	
Hayward	510-537-6723	
Oakland - Claremont	510-450-3670	
Oakland - Coliseum	510-568-0694	
Pleasanton	925-462-7042	
TDD	800-368-4372	
Driving Directions		www.mapquest.com www.yahoo.com
Insurance Quotes		www.insweb.com
Children's Transportation		
Safety First Children's Mobile Express	510-486-1515	
Kids' Express Transportation	510-559-9651	
Bananas	510-658-0381	
Child Care Links	925-455-0417	
4Cs Child Development Council	510-272-0669	

Taxis
Consult your Yellow Pages phone directory under "Taxicabs" for a cab company in your area

Guaranteed Ride Home	
Alameda County Congestion Agency Management	510-433-0320

The information in this resource guide is subject to change. If you have information or updates, or if you would like to receive an updated version when it becomes available, please call RIDES for Bay Area Commuters at 510-893-7665 and ask for the Jobs Access Manager.

AC Transit 817-1717 • www.transitinfo.org

Service area	Serves West Alameda and Contra Costa counties (Richmond/El Sobrante in the north to Milpitas in the south) and San Francisco Transit connections to ACE Trains, Alameda/Oakland Ferry, BART, Dumbarton Express, Golden Gate Transit, Harbor Bay Ferry, SamTrans, Santa Clara VTA, San Francisco Muni, Union City Transit, and WestCAT
Hours of operation	Monday - Sunday: 5:30 am - midnight Some buses operate 24 hours a day - call 817-1717 for info
Operator assistance	Monday - Friday: 7 am - 6 pm Saturday - Sunday: 9 am - 5 pm English and Spanish assistance available
Fares	Adult: $1.35/10 rides $11.50/monthly pass $49 Adult basic transbay: $2.50/10 rides $22/monthly pass $80 Adult long transbay: $2.75/10 rides $25/monthly pass $90 Child (under 5): free Child (age 5 to 12): $.65/ 10 rides $5.50/ monthly pass $27 Youth (age 13 to 17): $1.35/ 10 rides $5.50/ monthly pass $27 Disabled/senior: $.65/ 10 rides $5.50/ monthly pass $13 Information on transbay fares for children, youth, disabled & seniors is available - call 817-1717 or go to transitinfo.org
Transfers	$.25 within AC Transit system/10 for $2.50 $1.15 for two-part AC/BART transfers/$.55 for children, seniors & disabled Call 817-1717 or go to transitinfo.org for transfer information
Tickets	Individuals rides can be paid for on the bus Tickets and monthly passes can be purchased at: • AC Transit, 1600 Franklin St., Oakland • by mail, enclose SASE, check and mail to above address • Berkeley TRiP, 2033 Center Street, Berkeley • Safeway and Albertsons • Check cashing outlets and other retail locations
Printed materials	Pocket tables, maps available on buses Also available at AC Transit (see address above) Go to transitinfo.org for schedules that can be printed Some materials are available in Spanish and Chinese
Bike access	Bike racks available on most bus lines, call 817-1717 for info
Wheelchair access	Lifts available on all buses

Dumbarton Express 817-1717 • www.transitinfo.org

Service area	Provides local and transbay service across the Dumbarton Bridge East Bay stops: Union City, Fremont and Newark Peninsula stops: Menlo Park and Palo Alto Transit connections to AC Transit, BART, CalTrain, SamTrans, Santa Clara VTA, Union City Transit
Hours of operation	Monday - Friday: 5 am - 8 pm No weekend service
Operator assistance	Contact AC Transit at 817-1717 Monday - Friday: 7 am - 8 pm Saturday - Sunday: 9 am - 5pm English and Spanish assistance available
Fares	Adult local/transbay/upgrade: $1.25/$2.00/$.75 Youth local/transbay/upgrade: $.60/$1.00/$.40 Disabled/senior local/transbay/upgrade: $.35/ $1.00/$.65 All persons multiple tickets: 20 rides $40/monthly pass $70
Transfers	Varies from free to no discount Call 817-1717 or go to transitinfo.org for transfer information
Tickets	Individual rides may be paid for on the bus Multiple-ride tickets and monthly passes available at: • AC Transit, 1600 Franklin St., Oakland • by mail, enclose SASE, check & mail to above address • City of Palo Alto, 250 Hamilton Way • Raleys, Fremont and Newark
Printed materials	Pocket tables, maps available on buses Also available at AC Transit (see above address) Go to transitinfo.org for schedules that can be printed Materials available in English only
Bike access	Bike racks available on all buses
Wheelchair access	Lifts available on all buses

WHEELS

925-455-7500 • www.transitinfo.org

Service area	Serves Dublin, Livermore and Pleasanton Express bus service to Sunnyvale from Pleasanton and Livermore, call 925-455-7500 for more info Transit connections to ACE Trains, BART and County Connection (Contra Costa County)
Hours of operation	Monday - Friday: 4:38 am- 12:53 pm Saturday: 6:55 am - 12:53 pm Sunday: 7:13 am - 11:13 pm
Operator assistance	Monday- Friday: 4 am -1 am English assistance only
Fares	Adult/student: $1 10 rides for $6/40 rides for $24 Adult monthly pass: N/A Child (under 6): free Disabled/senior: $.35/monthly pass $7.50
Transfers	Free within WHEELS system Call 817-1717 or go to transit.org for expanded list of transfer info and costs
Tickets	Individual rides may be paid for on the bus Multiple-ride tickets and monthly passes available at: • WHEELS, 1362 Rutan Ct., Ste. 100, Livermore • Albertsons, Dublin and Livermore • Raleys, Pleasanton • Safeway Market Place, Livermore • Dublin City Hall • Livermore City Hall • Pleasanton City Hall • Las Positas College Book Store
Printed materials	Pocket tables, maps available on buses Also available at WHEELS' office (see address above) or WHEELS Transit Center: 2500 Railroad Ct., Livermore Go to transitinfo.org for schedules that can be printed Materials available in English only
Bike access	Bike racks available on all buses
Wheelchair access	Lifts available on all buses

Union City Transit 510-417-1411 • www.transitinfo.org

Service area	Provides service within Union City Transit connections to AC Transit, BART and Dumbarton Express, Union City Transit
Hours of operation	Monday - Friday: 4:10 am - 9:20 pm Saturday: 7 am - 7:25 pm Sunday: 8:05 am - 6:20 pm
Operator assistance	Monday - Friday: 4:15 am - 9:20 pm Saturday: 7 am - 7:25 pm Sunday: 8:05 am - 6:20 pm English and Spanish assistance available
Fares	Adult: $1/ monthly pass $30 Child (under 5): free Youth (age 6 and over): $1/monthly pass: $30 Disabled/senior: $.35/monthly pass: $30
Transfers	Free within Union City Transit system $.25 from AC Transit, BART and Dumbarton Express to Union City Transit bus
Tickets	Individual rides may be paid for on the bus Tickets and monthly passes available at: • Union City Hall, 343009 Alvarado-Niles Rd. • by mail, call 510-471-3232 x373
Printed materials	Pocket tables, maps available on buses Also available at Union City Hall (see address above) Go to transitinfo.org for schedules that can be printed Materials available in English only
Bike access	Bike racks available on all buses
Wheelchair access	Lifts available on all buses

BART 817-1717 • www.transitinfo.org

Service area	Provides rail service in Alameda, Contra Costa, San Francisco and San Mateo counties Lines that serve Alameda County: • Richmond-Fremont • Richmond-Daly City/Colma • Pittsburg/Bay Point-Colma • Dublin/Pleasanton-Daly City • Fremont-Daly City Transit connections to nearly every transit provider in the Bay Area
Hours of operation	Monday - Friday: 4 am - midnight Saturday: 6 am - midnight Sunday: 8 am - midnight
Operator assistance	Monday - Saturday: 6 am - midnight Sunday: 8 am - midnight English, Chinese and Spanish assistance available
Fares	Based on distance traveled High value tickets available: $30 ($32 value) and $45 ($48 value) Disabled/children (age 5 to 12): $4 ($16 value) Seniors: $4 ($16 value) BART Plus tickets: $28 - $61 (valid for 2 week period)
Transfers	Fare varies for individual rides from BART to other transit BART Plus tickets allow for unlimited use on local transit and fixed amount for BART Call 817-1717 or go to transitinfo.org for more specific info
Tickets	Tickets can be purchased at all stations High-value tickets can be purchased at: • Lake Merritt, Montgomery, Embarcadero BART stations • Berkeley TRiP, 2033 Center St., Berkeley • Safeway and Albertsons • go to transitinfo.org for more retail locations or ordering online
Printed materials	Printed schedules and maps available at all stations Go to transitinfo.org for schedules that can be printed Materials available in English, Chinese and Spanish
Bike access	Allowed on specific lines and times See *All About BART* brochure or go to transitinfo.org for lines and times
Wheelchair access	Accessible- elevators allow for access to platforms at all stations Prior to travel call 888-2-ELEVAT to verify if elevators on your route are working

Connecting Services to/from BART

(transit, paratransit and private shuttles) **817-1717 • www.transitinfo.org**

12th Street Station/City Center Oakland	AC Transit • Bus lines: 10, 11, 12, 13, 14, 15, 40, 40L, 42, 43, 51, 58, 72, 72L, 73, 82, 82L, 88, A, 35X, 36X, 58X, 315, 362 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Broadway Shuttle • Serves downtown Oakland along Broadway between Kaiser Center and Jack London Square • Operation hours: Monday - Friday, 11 am - 2 pm, every 7 minutes • Open to the public • Fare: free
19th St. Station Oakland	AC Transit • Bus lines: 10, 11, 12, 15, 40, 40L, 43, 51, 58, 59, 59A, 72, 72L, 73, 35X, 36X, 58X • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Broadway Shuttle (see above for more info)
Ashby Station Berkeley	AC Transit • Bus lines: 6, 15, F • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Alta Bates Medical Center Shuttle • Operation hours: Monday - Friday, 5:45 am - 8:15 pm, every 15 minutes • Open to employees only • Fare: free Berkeley Electric Shuttle Transit • Operation hours: Monday - Friday, peak hours, every 20 minutes • Open to the public • Fare: $.50 • Call 817-1717 for more information
Bay Fair Station San Leandro	AC Transit • Bus lines: 40, 40L, 57, 66, 82, 82L, 84, 93, 97

	• Operation hours: varies • Open to the public • Fare: $1.35 - $2.75
Castro Valley Station	AC Transit • Bus lines: 80, 84, 87 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Cal-State Hayward Shuttle • Operation hours: Monday - Friday, peak hours, every 30 minutes • Open to employees and students only • Fare: free Mervyn's Hayward Shuttle • Operation hours: Monday- Friday, peak hours, every 15 minutes • Open to employees only • Fare: free
Coliseum/Oakland Airport Station	AC Transit • Bus lines: 45, 46, 49, 49X, 56, 57, 57C, 58, 98, 345, 352 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Air-BART Shuttle • Operation hours: daily, every 7 - 10 minutes • Open to the public • Fare: $2 • Call 817-1717 for more information
Downtown Berkeley Station	AC Transit • Bus lines: 7, 8, 9, 15, 40, 40L, 43, 51, 64, 65, 67, F • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 UC Berkeley Shuttles - daytime, evening and nighttime services • Operation hours: varies for each shuttle line • Open to employees and students only • Fare: varies from free to $.50 • Call 510-644-7665 for more information
Dublin/Pleasanton Station	Amtrak Shuttle

	• Connects San Joaquin trains to San Jose • Operation hours: Monday - Friday, 4 times daily • Fare: varies • Call 817-1717 for more information Contra Costa County Connection • Bus lines: 121, 259, 970 • Operation hours: varies • Open to the public • Fare: $1.25 - $1.50 WHEELS • Bus lines: 1, 3, 4, 7, 8, 10, 12X, 20X • Operation hours: varies • Open to the public • Fare: $1 Peoplesoft Shuttle • Operation hours: Monday - Friday, peak hours, every 15 mins • Open to employees and customers only • Fare: free Pleasanton ACE Express (Line 920) • Route operates between Pleasanton ACE Station and and Bishop Ranch Business Park in San Ramon • Operation hours: Monday - Friday, two morning and evening runs • Open to the public • Fare: $1.50 Interagency Paratransit Transfer Site • Wheels Dial-A-Ride, CCCTA Link & East Bay Paratransit • Operation hours: Daily, 8 am - 5:30 pm, with reservation • Qualified ADA persons only • Fare: varies • Call 817-1717 for more information
Fremont Station	AC Transit • Bus lines: 20, 20A, 21, 22, 23, 24, 25, 26, 27, 27A, 28, 29, 30, 235, 236, 301, 329 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Santa Clara VTA • Bus lines: 140, 141, 180, 520 • Operation hours: varies • Open to the public

	• Fare: $1.25 - $2 MV Transportation (VTA Outreach) • Connects disabled persons to hospitals • Operation hours: daily, on call service • Qualified ADA persons only • Fare: varies • Call 817-1717 for more information Interagency Paratransit Transfer Site • VTA Outreach and East Bay Paratransit • Operation hours: daily, 8 am - 5:30 pm, with reservation • Qualified ADA persons only • Fare: varies • Call 817-1717 for more information
Fruitvale Station Oakland	AC Transit • Bus lines: 12, 44, 47, 48, 49, 50, 53, 54, 62, 353, 354, 362 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Harbor Bay Business Park Shuttle • Operation hours: Monday - Friday, peak hours • Harbor Bay Industrial Park employees only • Fare: free
Hayward Station	AC Transit • Bus lines: 21, 77, 80, 81, 82, 82L, 84, 85, 86, 86C, 86S, 90, 91, 92, 94, 95, 301 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Cal-State Hayward Shuttle • Operation hours: Monday - Friday, peak hours, every 30 minutes • Open to employees and students only • Fare: free Foster City East Bay Shuttle • Operation hours: Monday - Friday, peak hours • Open to employees who work in Foster City only • Fare: free Mervyn's Hayward Shuttle • Operation hours: Monday - Friday, peak hours, every 15 minutes • Open to employees only

	• Fare: free
Lake Merritt Station Oakland	AC Transit • Bus lines: 11, 12, 59, 59A, 62, 35X, 36X, 362 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75
MacArthur Station Oakland	AC Transit • Bus lines: 6, 12, 14, 15, 40, 40L, 43, 57, C, 315, 362 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Summit Medical Center/Children's Hospital Shuttle (Van AmBART) • Operation hours: Monday - Friday, every 20-30 minutes • Open to employees and customers only • Fare: free Kaiser Hospital Shuttle • Operation hours: Monday - Friday, every 10 mins • Open to employees and customers only • Fare: free Emery-Go-Round - Christie Ave, Powell St, Saturday services • Operation hours: varies • Open to the public • Fare: Free • Call 510-451-3862 for more information Caltrans Bicycle Shuttle • Connects bicyclists to Transbay Terminal, San Francisco • Operation hours: Monday - Friday, peak hours, every 45 minutes • Open to the public • Fare: $1 • Call 510-286-0589 for more information Oaks Card Room Shuttle • Operation hours: On Call Service • Open to employees and customers • Fare: free

North Berkeley Station	AC Transit • Bus lines: 9, 67, 88, H • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75
Rockridge Station	AC Transit • Bus lines: 7, 17, 51, 64 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Alta Bates Medical Center Shuttle • Operation hours: Monday - Friday, every 15 minutes between 5:45 am - 8:15pm • Open to employees only • Fare: free Interagency Paratransit Transfer Site • CCCTA Link & East Bay Paratransit • Operation hours: Daily, 8 am - 5:30 pm, with reservation • Qualified ADA persons only • Fare: varies • Call 817-1717 for more information Lawrence Berkeley Lab Shuttle • Operation hours: Monday - Friday, peak hours, every 10 minutes • Open to employees only • Fare: $1 • Call 510-486-4165 for more information Mills College Shuttle • Operation hours: daily, 7 am - 11 pm every 15 minutes • Open to employees and students only • Fare: $1
San Leandro Station	AC Transit • Bus lines: 55, 66, 80, 81, 82, 82L, 84, 85 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75
South Hayward Station	AC Transit • Bus lines: 21, 77, 89, 91, 301 • Operation hours: varies • Open to the public

	• Fare: $1.35 - $2.75 Union City Transit • Bus line: 5 • Operation hours: varies • Open to the public • Fare: $1
Union City Station	AC Transit • Bus lines: 20, 20A, 21, 26, 29, 97, 258, DB, DB1, DB2, 301 • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75 Union City Transit • Bus lines: 1, 2, 3, 4 • Operation hours: varies • Open to the public • Fare: $1 Sun Microsystems Shuttle • Operation hours: Monday - Friday, peak hours • Open to employees only • Fare: free
West Oakland Station	AC Transit • Bus lines: 13, 62, 82, 82L • Operation hours: varies • Open to the public • Fare: $1.35 - $2.75

East Bay Paratransit 510-287-5040 • TDD 510-287-5065

Service area	Provides service for the East Bay communities served by AC Transit Also serves San Francisco for trips to or from the East Bay
Hours of operation	Monday - Friday: 4:30 am - 1:30 am Saturday: 6 am - 1 am Sunday: 8 am - 1:30 pm
Operator assistance	Monday - Sunday: 7 am - 7pm English assistance only
Reservations	Reservations must be made in advance
Eligibility	People with disabilities Riders must be certified for eligibility Call 510-287-5000 for information on getting certified Or see "Regional Transit Discount Card" section in this guide
Fares	0 to 8 miles: $2.25 8 to 24 miles: $4.50 More than 24 miles: $6.75

Union City Paratransit 510-675-5373 • TDD 800-476-1500

Service area	Provides service within Union City Coordinates with East Bay Paratransit for destinations outside the city
Hours of operation	Monday - Friday: 4:30 am - 9:30 pm Saturday: 7 am - 7:30 pm Sunday: 8 am - 6:30 pm
Operator assistance	Monday - Sunday: 8 am - 5 pm English assistance only
Reservations	Reservations must be made in advance Call 510-476-1500 to make reservations
Eligibility	People with disabilities Riders must be certified for eligibility Call 510-675-5373 for information on getting certified Or see "Regional Transit Discount Card" section in this guide
Fares	$1.50 for a one-way trip

Wheels Dial-A-Ride 925-445-7510 • TDD 800-735-2929

Service area	Provides paratransit service in Livermore, Dublin and Pleasanton Also serves San Ramon for transferring to County Connection's LINK
Hours of operation	Monday - Friday: 5:30 am - 7:30 pm, with limited service until midnight Saturday: 7:15 am- 5:30 pm, with limited service until 11:30 pm Sunday: limited service available from 7:45 am - 10:30 pm
Operator assistance	Monday- Sunday: 8 am - 5 pm English assistance only
Reservations	Reservations must be made in advance
Eligibility	People with disabilities Riders must be certified for eligibility Call 925-445-7510 for information on getting certified Or see "Regional Transit Discount Card" section in this guide
Fares	$1 for a one-way trip

Long-distance Service Providers

SMART (San Joaquin Regional Transit)

888-802-9675 • www.sj-smart.com

Service area	Provides long-distance, subscription bus service from San Joaquin County to cities in Alameda, Contra Costa and Santa Clara counties Bus picks up at Park & Ride lots in Stockton, Lodi, Manteca, Lathrop, Escalon, Ripon and Tracy Cities served in Alameda County are Livermore, Pleasanton and Dublin Advance reservation necessary for all rides!
Hours of operation	Monday - Friday: 4 am - 6:30 pm (varies from route to route)
Operator assistance	Monday - Friday: 7:30 am - 4:30 pm English and Spanish assistance available
Fares	Daily fare: $9 (round trip) Monthly passes range from $95 to $120 (based on distance traveled)
Transfers	None
Tickets	Individual rides and monthly passes are paid for on the bus Advance reservation necessary to ride daily or monthly! Call above phone number for reservations
Printed materials	Printed schedules available via mail- call above phone number Or go to www.sj-smart.com for schedules that can be printed Materials available in English only
Bike access	Bike racks available on all buses
Wheelchair access	Lifts available on all buses

Altamont Commuter Express (ACE) 817-1717 • www.transitinfo.org

Service Area	Provides rail service from San Joaquin County to Alameda, Contra Costa and Santa Clara counties Stations: Stockton, Lathrop/Manteca, Tracy, Vasco, Livermore, Pleasanton, Fremont, Santa Clara Great America, San Jose Diridon Transit connections to County Connection, Santa Clara VTA, WHEELS
Hours of operation	Monday - Friday: 4:18 am - 6:55 pm No weekend service available
Operator assistance	Monday - Friday: 8 am - 5 pm English and Spanish assistance available
Fares	Based on how many zones traveled through to reach destination Six fare zones Fares cost a minimum $3 to a maximum of $10 one-way Monthly passes are available - save 20% off the cost of tickets Youths, seniors and disabled persons may purchase any type of ticket at an additional 10% discount Call 817-1717 or go to transitinfo.org for specific fare zone info
Transfers	Free transfers to County Connection, Santa Clara VTA and WHEELS.
Tickets	One-way and round-trip tickets can be purchased at each station platform- exact change is required One-way and round-trip tickets can also be purchased at: • WHEELS Bus Transfer Facility, Livermore • Santa Clara VTA Headquarters, San Jose • Santa Clara VTA Downtown San Jose Customer Service Ctr. Monthly passes can be also purchased online at transitinfo.org
Printed materials	Printed schedules and maps available at all stations Go to transitinfo.org for schedules that can be printed Materials available in English only
Bike access	Allowed on most trains or leave bike in one of the bicycle lockers Bikes are allowed in trains designated with bicycle emblem Bikes are not allowed on train #95
Wheelchair access	Trains, stations and platforms are accessible
Miscellaneous	An Emergency Ride Home program is offered, call 817-1717 for more information

AMTRAK

817-1717 • www.transitinfo.org

Service area	Provides medium and long distance rail service and feeder bus routes in Alameda, Contra Costa, San Francisco, Santa Cruz, Solano, Sonoma and Santa Clara counties along with service throughout California Alameda County stations and stops: • Berkeley: 3rd St. & University Ave. • Emeryville (staffed station): 5885 Landregan St. • Oakland (staffed station): 245 Second St. • Hayward: 22555 Meekland Ave. • Fremont: Fremont & Peralta Blvds. Transit connections to nearly every transit provider in the Bay Area
Hours of operation	Varies for different routes
Operator assistance	Recorded schedule information in English 24 hours a day
Fares	Based on distance traveled
Tickets	Purchase on the train or at staffed stations Purchase over the phone 800-USA-RAIL Purchase online at www.amtrak.com

Greyhound

800-231-2222 • www.greyhound.com

Service area	Provides medium and long distance bus service in Alameda, Contra Costa, San Francisco, Santa Cruz, Solano, Sonoma and Santa Clara Counties along with service throughout California Alameda County terminals and stops: • Oakland: 2103 San Pablo Ave., 510-834-3213 • Hayward: 22589 Watkins St., 510-581-3720 • Livermore: 2617 Old First St., 925-447-2600 • Pleasanton (flag stop): 1st & Meal St.
Hours of operation	Varies for different routes
Operator assistance	Call 800-231-2222 for 24 hours a day English assistance Call 800-531-5332 for 24 hours a day Spanish assistance
Fares	Based on distance traveled
Tickets	Purchase at terminals Purchase over the phone 800-229-9424 Purchase online at www.greyhound.com (Ameripass only)

Alameda/Oakland Ferry 817-1717 • www.transitinfo.org

Service area	Provides service between Oakland, Alameda and San Francisco Also provides service to Angel Island and Pacific Bell Park Terminal locations: • Alameda: 2990 Main St. • Oakland: at the base of Clay St. at Jack London Square • San Francisco: Ferry Building at the foot of Market St. • San Francisco: Pier 39 - Fisherman's Wharf • Transit connections to AC Transit, San Francisco Muni and San Francisco cable cars
Hours of operation	Monday - Friday: 6 am - 8:55 pm Weekend: 10 am - 7:10 pm
Operator assistance	Recorded schedule information in English 24 hours a day
Fares	Adult: $4.50 Child (under 5): free Child (age 5 to 12): $1.75 Youth (age 13 to 17): $1.75 Disabled/senior: $2.75 All persons multiple tickets: 10 rides $35/20 rides $60 All persons monthly pass: $115
Transfers	Free Each ticket includes transfer stubs to AC Transit buses and San Francisco Muni bus and rail service Passengers may also transfer to cable cars for $1
Tickets	Individual rides and multiple-ride tickets available on the ferry
Printed materials	Printed schedules available on board Go to transitinfo.org for schedules that can be printed Materials available in English only
Bike access	Bikes allowed on the ferry
Wheelchair access	Ramps allow for wheelchair access
Miscellaneous	Free parking available at the Alameda and Oakland terminals Call 817-1717 or go to transitinfo.org for more parking info

Harbor Bay Ferry

817-1717 • www.transitinfo.org

Service area	Provides service between San Francisco Ferry Building and Harbor Bay Business and Research Park on Bay Farm Island (part of the city of Alameda) Also provides service to Candlestick Park Terminal locations: • Alameda: at the base of Harbor Bay Pkwy. • San Francisco: Ferry building at the foot of Market St. Transit connections to AC Transit and San Francisco Muni
Hours of operation	Monday - Friday: 6:30 am - 7:03 pm Weekend service available from May through September
Operator assistance	Recorded schedule information in English 24 hours a day
Fares	Adult: $4.75 Child (under 5): free Child (age 6 to 12): $2.00 Youth (age 13 to 17): $4.75 Disabled/senior: $3.00 All persons multiple tickets: 10 rides $37.50/20 rides for $65 All persons monthly pass: $125
Transfers	Free
Tickets	Individual rides and multiple-ride tickets available on the ferry
Printed materials	Printed schedules available on board Go to transitinfo.org for schedules that can be printed Materials available in English only
Bike access	Bikes allowed on the ferry
Wheelchair access	Ramps allow for wheelchair access
Miscellaneous	Free parking available at the Alameda terminal

Carpool and Vanpool Services

Traditional Carpools and Vanpools

RIDES for Bay Area Commuters provides free assistance to commuters who would like to **carpool** or **vanpool** by matching them with others who live and work near them.

RIDES will send a commuter a **matchlist** that confidentially lists names, phone numbers and home/work neighborhoods of other commuters with whom they can carpool or vanpool. Carpooling works best for shorter commutes, while vanpools typically travel at least 40 miles round trip.

There are many vanpools from Alameda County to work-sites in Alameda, Contra Costa, San Francisco and other counties.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for carpool and vanpool assistance in English or Spanish. Assistance is available Monday through Friday from 8 am - 5 pm or go to **www.rides.org** to fill out a simple form to request carpool/vanpool referrals (called a "matchlist").

Casual Carpools

Casual carpooling is an East Bay phenomenon in which solo drivers heading for San Francisco pick up two passengers at one of more than a dozen designated pick-up spots.

Commuters who want a ride line up at designated pick-up spots and are picked up in order. The pick-up spots are not sanctioned by any city or agency and are subject to change. Drivers participate because they can take advantage of the free toll and HOV lane approach to the Bay Bridge.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** for casual carpool information including current pick-up spots in English or Spanish. Assistance is available Monday through Friday from 8 am - 5 pm.
- **Go to the Environmental Defense Fund's website at www.edf.org** which lists the current pick-up spots in the East Bay.

High Occupancy Vehicle (HOV) Lanes

High Occupancy Vehicle (HOV) lanes are also commonly called commuter lanes, carpool lanes, diamond lanes and express lanes. These lanes allow cars, buses, trucks and vans with at least two occupants to travel more quickly during designated peak-commute hours. Motorcycles with or without passengers are also allowed to use the HOV lanes. During non-commute hours, the lanes revert to general traffic use.

Diamond lanes vary in their hours of operation and in the number of people required to use the lane.

Alameda County has two HOV lanes:

I-80
WESTBOUND: Highway 4 in Hercules to the Bay Bridge toll plaza
EASTBOUND: Powell St. in Emeryville to Highway 4 in Hercules

- Vehicles must have at least three persons
- Designated hours are Monday through Friday 5 am - 10 am and 3 pm - 7 pm

I-880 San Leandro to Fremont
NORTHBOUND: Mission Blvd. to Marina Blvd.
SOUTHBOUND: Marina Blvd. to Mission Blvd.

- Vehicles must have at least two persons
- Designated hours are Monday through Friday 5 am - 9 am and 3 pm - 7pm

♦ **Call RIDES for Bay Area Commuters at 800-755-POOL** for HOV Lane assistance in English or Spanish. Assistance is available Monday through Friday from 8 am - 5 pm. Ask for a copy of RIDES' *Lots & Lanes* brochure, which lists all of the HOV lanes and Park & Ride lots in the Bay Area.

Park & Ride Lots

Park & Ride lots make carpooling, vanpooling and catching a bus easier by providing free convenient pick-up and drop-off areas near major traffic corridors.

Park & Ride lots belong to Caltrans, supermarkets, churches, community clubs and other organizations.

♦ **Call RIDES for Bay Area Commuters at 800-755-POOL** for HOV Lane assistance in English or Spanish. Assistance is available Monday through Friday from 8 am - 5 pm. Ask for a copy of RIDES' *Lots & Lanes* brochure, which lists all of the HOV lanes and Park & Ride lots in the Bay Area.

Bicycle Commuting Services

Alameda County has special bicycle lanes on roadways and dedicated bike paths in many cities.

RIDES for Bay Area Commuters' Bike Program

The Bike Buddy program is a free service offered by RIDES, which matches experienced bicyclists with new bicyclists to help them learn how to commute by bicycle.

Assistance includes knowledge about bicycle commuting and advice about routes to use, safety in traffic, bike gear needed, how to lock and/or secure bike parking and how to perform light bike repairs.

Experienced bicyclists may work with the new cyclists via telephone or meet with them in person if their schedule and commute permits. Matching is based on geographic proximity.

RIDES' Bicycle Resource Guide provides information on safety issues, local bicycle clubs, advocacy groups, retail shops, events and maps.

- **Call RIDES for Bay Area Commuters at 800-755-7665** for Bike Buddy program assistance in English or Spanish. Assistance is available Monday through Friday from 8 am - 5 pm. Go to **www.rides.org** for the Bicycle Resource Guide.

Bicycle Maps

There are three sub-regional maps for Alameda County bike lanes and bike paths:

East Bay: East of the Hills (East Bay Bicycle Coalition)
East Bay: West of the Hills (East Bay Bicycle Coalition)
East Bay Regional Parks Trails-Map Packets (East Bay Regional Park District)

- **Pick up the East Bay Bicycle Coalition** maps for $6 each in bike stores and REI.
- **Call East Bay Regional Park District at 510-635-0135, ext. 2200** to order the map for $5.

Bicycles on Transit

Bikes are allowed on most transit in Alameda County. Bikes are usually allowed in passenger zones or racks are provided on the front of the bus.

- **Check this guide's transit section** for bike access information.
- **Call your transit operator** for more specific rules, storage, route and schedule information.

Bicycle Parking

BART provides bike parking at all BART stations in Alameda County.

How to Rent a Bike Locker:

- Call BART or go to their website to get an application and complete form.
- Take the application to BART or mail in along with fee ($15 for 3 months or $30 for one year). There is a $25 locker key deposit.
- Locker key and copy of application/agreement contract will be sent to renter.

♦ **Pick up an application at BART or go to www.bart.gov**
BART PASS office, 800 Madison, Lake Merritt Administration Building, Concourse Level, Oakland, CA 94607. Call 510-464-7133 for more information.

Employer Bike Parking/Programs

Some employers provide bike parking, lockers and shower facilities for bicyclists.

♦ **Call your employer's human resources manager** for more information.

Bay Bridge Bicycle Shuttle

Caltrans provides weekday shuttle service for bicyclists across the Bay Bridge. The fare is $1.

Westbound service (from Oakland MacArthur BART):
6:20 am, 7 am, 7:45 am, 8:30 am, 4:15 pm, 5:05 pm and 5:55 pm

Eastbound service (from Transbay Terminal, SF):
6:40 am, 7:25 am, 8:10 am, 3:50 pm, 4:40 pm, 5:30 pm, and 6:15 pm

♦ **Call Caltrans at 510-286-0589 or 510-286-4444 or go to www.transitinfo.org** for more information.

Dumbarton Bridge Bicycle Access

Direct bicycle access by means of a two-way, eight-foot wide pathway for bicycles and pedestrians located on the south side of the bridge. The pathway is separated from the roadway by a concrete barrier.

Western approaches: University Ave., Willow Rd., Chilco St. and Marsh Rd.
Eastern approaches: Union City BART, Decoto Rd., Paseo Padre Pkwy., Thorton Ave.

Other Bicycle Resources

- **Call East Bay Bicycle Coalition at 510-433-RIDES** to report poor road conditions and to get answers to all sorts of questions about bicycle commuting.

Automobile Transportation

Department of Motor Vehicles (DMV)

Driver licenses and automobile insurance are required for every person operating a motor vehicle. All automobiles must be registered with the DMV. The DMV also has helpful information on buying a car.

In Alameda County there are several DMV locations:

El Cerrito	6400 Manila Ave.	510-235-9171
Fremont	4287 Central Ave.	510-797-0515
Hayward	150 Jackson St.	510-537-6723
Oakland- Claremont	5300 Claremont	510-450-3670
Oakland- Coliseum	501 85th Ave.	510-568-0691
Pleasanton	6300 W. Las Positas Blvd.	925-462-7042

- **Contact the DMV at the above numbers or go to www.dmv.ca.gov** for information on driver's licenses, purchasing and operating a car and other topics. TDD 800-368-4327.

Buying a Car

- **Contact California Dept. of Consumer Affairs at 800-952-5210** for their booklet on buying a used car.
- **Go to www.carbuyingtips.com*** for information on buying new and used cars.
- **Go to www.smogcheck.ca.gov** for information regarding buying new and used cars, automotive repair and other related topics.

Directions

- **Contact your employer** for directions to your worksite.
- **Go to www.mapquest.com or www.yahoo.com** for directions to any location.

Insurance

- **Consult Yellow Pages phone directory** for insurance companies in your area.
- **Go to www.insweb.com*** for insurance quotes from a variety of insurers.

**RIDES for Bay Area Commuters, Inc. (RIDES) provides these Web sites addresses as an informational resource only. RIDES does not certify or guarantee the information or quotes provided at these Web sites. Guide users are advised to screen Web sites information or quotes to their personal satisfaction.*

Smog Check

- **Contact the DMV at the above numbers or go to dmv.ca.gov** for smog check information.
- **Go to www.smogcheck.ca.gov** for smog check information.

Children's Transportation Services

Childcare Centers and Family Daycare with Transportation Services

Bananas, Child Care Links and the 4Cs Child Developmental Council can provide information on which childcare centers and family daycare that can provide transportation services.

- **Call Bananas at 510-658-0381** for referrals in Oakland and Berkeley.
- **Call Child Care Links at 925-455-9417** for referrals in Dublin, Pleasanton and Livermore.
- **Call 4Cs Child Development Council at 510-272-0669** for referrals in Alameda, San Leandro, San Lorenzo, Castro Valley, Hayward, Union City, Newark and Fremont.

Children's Transportation

There are companies that transport children for a fee within a designated service area.

Generally, participants must be pre-registered with the service and use it for regularly scheduled transportation to and from daycare, preschool, school, after-school activites and home. Parents who are pre-registered can request service for one-time only trips but this transportation usually is not guaranteed.

- **Call Safety First Children's Mobile Express at 510-486-1515.**
- **Call Kids' Express Transportation at 510-559-9651.**

Taxi Services

Alameda County has many taxi companies serving various parts of the county. Taxi services in the county charge $1.80 to $2 for the flag drop and $1.80 to $2 per mile, depending on the service provider and area served. Reservations are recommended.

- **Consult your Yellow Pages phone directory under "Taxicabs"** for a cab company in your area.

Subsidy and Incentive Programs

Guaranteed Ride Home (GRH)

Alameda County Congestion Management Agency (CMA) guarantees employees who walk, bicycle, carpool, vanpool, ride the train, ferry or bus to work a free ride home when unexpected circumstances arise- family illness or crisis, unscheduled overtime for you or your carpool driver, or the breakdown of your ridesharing vehicle.

In order to use a GRH you must be a permanent full-time or part-time employee, live within 100 miles of your workplace and pre-register with the program. You must have walked, bicycled, carpooled, vanpooled, or taken the bus, ferry or train on the day the GRH is used.

Your employer must enroll in the program and have at least 100 employees working in Alameda County.

- **Call the GRH Hotline at 510-433-0320 or go to www.accma.ca.gov** for complete information. Phone assistance is available Monday through Friday from 8 am to 5 pm.

Commuter Check®

Commuter Check® allows employers to subsidize employees' use of public transit and vanpools.

Commuter Checks are vouchers that can be applied to the purchase of tickets and passes on most Bay Area transit systems and vanpools. Employers purchase the vouchers in denominations of $20, $30, $35 or $45 and either give them to their employees as a tax-free benefit or invite employees to purchase them through pre-tax payroll deductions. This second option allows both employees and employers to realize tax savings.

- **Call RIDES for Bay Area Commuters at 800-755-POOL** to find out more about Commuter Check® and to request an information packet to give to your employer. Assistance is available Monday through Friday from 8 am - 5 pm. If calling after business hours, please leave your name and address and specify that you would like to receive a Commuter Check® packet.

Employer Transportation Incentive Programs/Regional Transit Connection (RTC)

Many major employers in Alameda County offer employees transportation incentives and sell transit tickets to employees on-site for their convenience (RTC).

These incentives often include Commuter Check®, TIP, RTC or their own in-house program. Some employer sites include bike parking, showers and lockers for employees who walk or ride to work.

- **Call your employer's human resources manager** to ask if they have any transportation incentive programs for employees.

Regional Transit Discount Card

The Regional Transit Discount Card provides substantially reduced fares on Bay Area bus, rail and ferry systems to qualified persons with disabilities and seniors 65 and older.

How to Get a Discount Card:

- Call your local transit agency to get an application form and complete Parts A and D.
- Take the application to your doctor or other certifier for certification; have Parts B and C completed by your doctor or certifier.
- Take the completed forms and $2 to the transit agency in your area.
- Bring some form of valid photo identification with you. Your photo will be taken and your card will be mailed to you.

- **Call your local transit agency or paratransit service** to obtain an application for the card.
- **Go to www.transitinfo.org** for more information on the Regional Transit Discount Card.

Key Destinations Guide for Welfare to Work Locations

How to get to Alameda County's EastbayWORKS, Human Services and other related sites on public transit.

Welfare to Work/Service Provider Site	Address	Routes serving this location
EastbayWORKS – Alameda	555 Atlantic Ave., "L", 94501	AC Transit 51, O, W, 12, 42, 50, 63
EastbayWORKS – Berkeley	1950 Addison St., Ste. 105, 94704	AC Transit 8,7, 51, 15, F, 43, 40, 61
EastbayWORKS – Fremont	39155 Liberty St., Ste. B200, 94538	AC Transit 235, 21
EastbayWORKS – Hayward	22225 Foothill Blvd., Ste. 3, 94541	AC Transit 84
EastbayWORKS – Newark	35753 Cedar Blvd., 94560	AC Transit 29, 27
EastbayWORKS Oakland – Downtown	1212 Broadway, Ste. 100, 94612	AC Transit 12, 58, 72, 73, 62, 15
EastbayWORKS Oakland – East	675 Hegenberger Rd., 3rd Fl., 94621	AC Transit 58
EastbayWORKS – Pleasanton	2174 Rheem Dr., 94588	WHEELS 10
Social Services – Hayward	24041 Amador St., 94544	AC Transit 92, 90 86
Social Services – Fremont	39155 Liberty St., Ste. C330, 94538	AC Transit 21
Social Services – Livermore	3311 Pacific Ave., 94550	WHEELS 11
Social Services - Oakland	4501 Broadway, 94611	AC Transit 51
Eastmont Self Sufficiency Center	6955 Foothill Blvd., Oakland, 94605	AC Transit 40L, 43
North County Self Sufficiency Center	4501 Broadway, Oakland, 94611	AC Transit 51
South County Self Sufficiency Center	24041 Amador Ave., Hayward, 94544	AC Transit 92, 90, 86
College of Alameda	555 Atlantic Ave., Alameda, 94501	AC Transit 51, 10, 63
Chabot College	25555 Hesperian Blvd., Hayward, 94545	AC Transit 97, 92
Laney College	900 Fallon St., Oakland, 94607	AC Transit 62, 40L, 43, 14
Las Positas College	3033 Collier Canyon Rd., Livermore, 94550	WHEELS 12
Merritt College	12500 Campus Dr., Oakland, 94619	AC Transit 64, 54
Ohlone College	43600 Mission Blvd., Fremont, 94539	AC Transit 28, 24, 37
Vista College	2020 Milvia St., Berkeley, 94704	AC Transit 40L, 43, 67, 7, 15, 51, F, 65, 8

Bay Area Transit Map

TravInfo® 817-1717
Main Menu Speed Dial Codes

TravInfo® provides San Francisco Bay Area travelers with a single source for current traffic, transit and ridesharing information. TravInfo® is publicly funded, so the service is free. (A local charge may apply.)

East Bay Transit Operators*

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Alameda Oakland Ferry	1114
Altamont Commuter Express	111555
Amtrak	111553
BART	11121
• BART Elevator Status	11122
County Connection	1113
The Dumbarton Express	111552
Golden Gate Transit	11151
Harbor Bay Ferry	111554
Livermore Wheels	11154
Richmond Ferry	111556
Tri-Delta Transit	111551
Union City Transit	11152
WestCat	11153

South Bay Transit Operators*

Altamont Commuter Express	1125
Amtrak	1123
BART	11241
• BART Elevator Status	11242
SamTrans & Caltrain	1122
VTA	1121

Peninsula Transit Operators

Amtrak	1133
BART	11321
• BART Elevator Status	11322
The Dumbarton Express	1134
SamTrans & Caltrain	1131

San Francisco Transit Operators

AC Transit	11451
Alameda Oakland Ferry	11452
Amtrak	11454
BART	11431
• BART Elevator Status	11432
Golden Gate Transit	1144
Harbor Bay Ferry	11455
MUNI	11411
• MUNI Elevator Status	11412
Richmond Ferry	11456
SamTrans & Caltrain	1142
Vallejo Ferry Service	11453

North Bay & Solano County Transit Operators

Amtrak	11553
Benicia Transit	1154
Fairfield/Suisun Transit & City Link	11551
Golden Gate Transit	1151
Napa Valley Transit	11552
Petaluma Transit	115551
Santa Rosa City Bus	11554
Sonoma County Transit	1153
Vacaville City Coach	115552
Vallejo Transit Bus Service	11521
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To get back to Main Menu, press * twice.

TravInfo® 817-1717
Main Menu Speed Dial Codes (continued)

TravInfo® provides San Francisco Bay Area travelers with a single source for current traffic, transit and ridesharing information. TravInfo® is publicly funded, so the service is free. (A local charge may apply.)

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BART	12121
• BART Elevator Status	12122
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Client Trip Planning Sheet

Destination: _____ Desired Arrival Time: _____

Origin Address: _____

Cross Street: _____

Destination Address: _____

Cross Street: _____

Mode of transportation: ☐ Bus ☐ BART ☐ Ferry

BUS

Board the # _____ _____ Time(s): _____

Bus stop at: _____

Get off at: _____

Arrive at: _____ Bus Trip Time: _____

Cost: one-way $ _____

Note: _____

_____

BART

Station: _____ Board: _____ train Time(s): _____

Get off at: _____ station Arrive at: _____ BART Trip Time: _____

Cost: one-way $ _____

Note: _____

_____

FERRY

Ferry: _____ Time(s): _____

Get off at: _____ dock Arrive at: _____ Ferry Trip Time: _____

Cost: one-way $ _____

Note: _____

_____

Roundtrip Fares

Bus $ _____ BART $ _____ Ferry $ _____ Travel Time: _____

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